



QBE Insurance (Australia) Limited

Fleet & heavy haulage

Product Disclosure Statement and Motor Vehicle Insurance Policy



This is an important document about insurance. It explains what is and what is not covered under the insurance policy and your and our obligations. To check the policy meets your needs, you need to understand it. If you cannot read and understand English please seek assistance from someone who can help you understand it in your preferred language.

此乃關於保險的重要文件，它解釋了根據保單條款什麼是受保、什麼是不受保項目，以及你方和我方的責任條款。你必須要了解後才能決定這項保險是否能滿足你的需要。如果你不能閱讀和理解英文，請向能幫助你用你熟悉的語言理解內容的人求助。

هذه وثيقة هامة عن التأمين، تشرح ما تغطيه بوليصة التأمين وما لا تغطيه بالإضافة إلى التزاماتنا والتزاماتك. يجب عليك فهم محتوى البوليصة حتى تتأكد من أنها تفي باحتياجاتك. إذا لم تكن تجيد قراءة الإنجليزية وفهمها، أطلب المساعدة من شخص يستطيع أن يعينك على فهم هذه الوثيقة باللغة التي تفضلها.

此乃關於保險的重要文件，它解釋了根據保單條款什麼是受保、什麼是不受保項目，以及你方和我方的責任條款。你必須要了解後才能決定這項保險是否能滿足你的需要。如果你不能閱讀和理解英文，請向能幫助你用你熟悉的語言理解內容的人求助。

Đây là một tài liệu quan trọng về bảo hiểm. Nó giải thích những gì được và những gì không được bảo hiểm theo hợp đồng bảo hiểm cũng như những nghĩa vụ của quý vị và của chúng tôi. Để kiểm tra liệu hợp đồng bảo hiểm có đáp ứng được những nhu cầu của quý vị hay không, quý vị cần phải hiểu nó. Nếu quý vị không thể đọc và hiểu tiếng Anh, vui lòng nhờ ai đó có thể giúp giải thích hợp đồng cho quý vị bằng ngôn ngữ quý vị ưa dùng.

Questo è un documento importante sull'assicurazione. Spiega cosa è e cosa non è coperto in base alla polizza assicurativa ed i tuoi ed i nostri obblighi. Per verificare che la polizza soddisfi le tue esigenze, devi capirla. Se non puoi leggere e capire l'inglese, fatti assistere da qualcuno che possa aiutarti a capirla nella tua lingua preferita.

Αυτό είναι ένα σημαντικό έγγραφο σχετικά με την ασφάλιση. Εξηγεί τι είναι και τι δεν καλύπτεται από το ασφαλιστήριο συμβόλαιο και τις δικές σας και τις δικές μας υποχρεώσεις. Για να ελέγξετε αν αυτό ανταποκρίνεται στις ανάγκες σας, πρέπει να το κατανοήσετε. Εάν δεν διαβάζετε ή δεν κατανοείτε την αγγλική γλώσσα, παρακαλείστε να ζητήσετε βοήθεια από κάποιον που μπορεί να σας βοηθήσει να το κατανοήσετε στη γλώσσα που προτιμάτε.

यह बीमा के बारे में एक महत्वपूर्ण दस्तावेज़ है। इसमें यह विवरण दिया गया है कि बीमा पॉलिसी में क्या कवर्ड (बीमे द्वारा सुरक्षित) है और क्या कवर्ड (बीमे द्वारा कवर्ड) नहीं है तथा इसमें आपके और हमारे दायित्वों के बारे में भी बताया गया है। यह जांच करने के लिए कि क्या पॉलिसी आपकी आवश्यकताओं को पूरा करती है, आपको इसे समझने की आवश्यकता है। यदि आप अंग्रेज़ी पढ़ और समझ नहीं सकते/सकती हैं तो कृपया किसी ऐसे व्यक्ति से सहायता लें जो आपको इसे आपकी पसंदीदा भाषा में समझने में मदद कर सकता हो।

Este es un documento importante sobre seguros. En él se explica lo que cubre y no cubre su póliza de seguro y tanto sus obligaciones como las nuestras. Deberá entenderlo para determinar si la póliza se adapta a sus necesidades. Si no lee ni entiende inglés, solicite la ayuda de alguien que le pueda ayudar a entenderlo en su idioma.

ਇਹ ਬੀਮੇ ਬਾਰੇ ਇੱਕ ਮਹਤਵਪੂਰਨ ਦਸਤਾਵੇਜ਼ ਹੈ। ਇਸ ਵਿੱਚ ਇਹ ਵੇਰਵਾ ਦਿਤਾ ਗਿਆ ਹੈ ਕਿ ਬੀਮਾ ਪਾਲਿਸੀ ਤਹਿਤ ਕੀ ਕਵਰਡ (ਬੀਮੇ ਦੁਆਰਾ ਸੁਰਖਿਅਤ) ਹੈ ਅਤੇ ਕਿ ਕਵਰਡ (ਬੀਮੇ ਦੁਆਰਾ ਸੁਰਖਿਅਤ) ਨਹੀਂ ਹੈ ਅਤੇ ਇਸ ਵਿੱਚ ਤੁਹਾਡੀਆਂ ਅਤੇ ਸਾਡੀਆਂ ਜ਼ਿੰਮੇਵਾਰੀਆਂ ਬਾਰੇ ਵੀ ਦੱਸਿਆ ਗਿਆ ਹੈ। ਇਹ ਜਾਂਚ ਕਰਨ ਲਈ ਕਿ ਕੀ ਪਾਲਿਸੀ ਤੁਹਾਡੀਆਂ ਲੋੜਾਂ ਨੂੰ ਪੂਰਾ ਕਰਦੀ ਹੈ, ਤੁਹਾਨੂੰ ਇਸਨੂੰ ਸਮਝਣ ਦੀ ਲੋੜ ਹੈ। ਜੇ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਪੜ੍ਹ ਤੇ ਸਮਝ ਨਹੀਂ ਸਕਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਤੋਂ ਮਦਦ ਲਵੋ ਜੋ ਤੁਹਾਡੀ ਪਸੰਦੀਦਾ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਨੂੰ ਇਸਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਦੇ ਸਕੇ।

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About this booklet

There are two parts to this booklet. The first part is Important Information about this Policy including information about how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

The second part is your Policy Wording which sets out the detailed terms, conditions and exclusions of the Policy.

Because we don't know your own personal circumstances, you should treat any advice in this booklet as purely general in nature. It doesn't consider your objectives, financial situation or needs. You should carefully consider the information provided with regard to your personal circumstances to decide if it's right for you.

This booklet is also a Product Disclosure Statement (PDS). Other documents you receive may comprise the PDS. You'll know when this happens because it'll say so in the document.

Information in this PDS might change. If the change is adverse then we'll issue a supplementary PDS or a new PDS at renewal. You can get an up-to-date paper copy of all updates (whether adverse or not adverse) at no charge by us, simply by calling us.

For more information or to make a claim

Please take the time to read through this booklet and if you have any questions, need more information or to confirm a transaction, please contact:

- Your financial services provider. The contact details for your financial services provider are set out in the financial services guide or other documentation they give you.

Full details of what you must do for us to consider your claim are provided in the 'Claims' section at the end of this booklet. To make a claim under this Policy please contact:

- Your financial services provider.

About QBE

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545 is a member of the QBE Insurance Group of companies. QBE Insurance Group Limited ABN 28 008 485 014 is the ultimate parent entity and is listed on the Australian Securities Exchange (ASX: QBE). We have been helping Australians protect the things that are important to them since 1886. Our purpose is to give people the confidence to achieve their ambitions.

About Fleetsure

Fleetsure Pty Ltd ABN 78 078 661 220, AFSL 238151, is a specialist heavy and commercial motor vehicle underwriting agency.

Since 2001 Fleetsure has provided insurance brokers with alternative and innovative solutions for the Australian road transport industry.

Fleetsure has developed a deserved reputation in the insurance and transport industries as a leader in their chosen field.

Important Information

In this first part of the booklet we explain important information about this Policy including how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

Significant benefits & features

We believe the most significant benefits of this Policy are that it protects:

If you take comprehensive cover:

- your financial investment in your motor vehicle if it is stolen or damaged due to an incident which is covered by Section 1: 'Loss, damage, theft or attempted theft of your vehicle'
- you for your legal liability to third parties in the event of an incident which is covered by the liability cover section of this Policy.

If you take 'Third party property damage cover including Fire and theft':

- your financial investment in your motor vehicle if it is stolen or damaged due to fire, explosion, lightning or attempted theft
- you for your legal liability to third parties in the event of an incident which is covered by the liability cover section of this Policy.

If you take 'Third party property damage' cover:

- you for your legal liability to third parties in the event of an incident which is covered by the liability cover section of this Policy.

If you take 'Own damage' only cover:

- your financial investment in your motor vehicle if it is stolen or damaged due to an incident which is covered by Section 1: 'Loss, damage, theft or attempted theft of your vehicle'.

If you take 'Fire and theft' only cover:

- your financial investment in your motor vehicle if it is stolen or damaged due to fire, explosion, lightning or attempted theft.

This insurance Policy also provides the additional benefits below following loss or damage covered under this Policy:

All covers	<ul style="list-style-type: none"> removal of vehicle debris <ul style="list-style-type: none"> up to \$100,000 car sharing automatic additions of additional or replacement vehicles <ul style="list-style-type: none"> up to \$500,000 waiver of subrogation choice of repairer
Comprehensive cover only	<ul style="list-style-type: none"> towing costs following an accident emergency repairs \$3,000 redelivery of your vehicle to your parked address after insured repairs where the repairer was more than 150 kilometres from your vehicles normal parked address – \$5,000 recovery costs following theft – \$10,000

	<ul style="list-style-type: none"> • cost of accommodation and repatriating your driver following theft or accident covered under this Policy up to \$5,000 <ul style="list-style-type: none"> ○ where your vehicle is more than 150km from its normal parked address or point of departure, and ○ the vehicle was being used in connection with your business ○ Costs exclude emergency medical transportation • trailer cover \$2,000 < 2,000 kg gvm • signwriting – replacement cost • maritime liability if your vehicle is being transported by sea between Australian ports we cover your contribution if you are required to contribute to 'general average' • new vehicle replacement – up to 24 months from 1st registration – limited to vehicles less than 12,000 kilograms gross vehicle mass. • hire cost following theft <ul style="list-style-type: none"> ○ up to \$5,000 ○ unlimited days • driver's personal property not otherwise insured for your driver's wearing apparel and personal property while contained in your vehicle <ul style="list-style-type: none"> ○ up to \$5,000 ○ excluding money, securities, jewellery, furs, mobile phones, laptop computers, tools of trade, GPS and portable music devices • lease, hire purchase or financial agreement payout – where your vehicle is subject to a lease, hire purchase or any financial agreement through a financial institution directly related to financing of the vehicle purchase, and the payout amount exceeds the agreed total loss amount, we will pay in addition to the agreed total loss amount: <ul style="list-style-type: none"> ○ 25% over and above the agreed total loss amount but not greater than the total payout figure ○ the additional amount will not include any payments in arrears at the time of loss and will be reduced by any discounts applicable for full payment of the financial contract • Total loss agreed settlement value <ul style="list-style-type: none"> ○ where your vehicle has a gross vehicle mass less than 3,500 kilograms or any motorised goods carrying vehicle an additional amount of \$5,000 or 20% of the total loss amount is payable if your vehicle is a total loss and no other benefit in this Policy applies
	<ul style="list-style-type: none"> • Agreed sum insured – where your vehicle has a gross vehicle mass in excess of 12,000 kilograms and registered by you when new and not in excess of 24 months of age we will pay the sum insured declared at last renewal if your vehicle is a total loss • Driver accident compensation benefit for vehicles less than 3,500 kilograms gross vehicle mass – see table of benefits • Funeral expenses up to \$10,000 • Locks and keys replacement and / or recoding up to \$5,000 • Fire brigade or emergency services charges up to \$50,000 • Glass windscreen and windows excess free for vehicles less than 3,500 kilograms gross vehicle mass • Tyre replacement – Market value • Lifetime repair guarantee • Vehicle recovery cost \$50,000 • Removal of load following accident \$50,000 • Non owned trailer \$100,000
Significant legal liability benefits include	<ul style="list-style-type: none"> • damage to property - \$32,500,000 • transporting of dangerous goods - \$1,000,000 • pollution or contamination cleanup costs of water, land or the - atmosphere - \$1,000,000 • substitute vehicle • your employer's or principal's liability • injury to other persons – covers the potential gap in some Australian States and/or Territories compulsory third party legislation • legal expenses
Special clauses are available and include	<ul style="list-style-type: none"> • burning cost, • claims experience discount, • dangerous goods increased limits, • radius restriction increase, • underground pipes and cables - \$100,000, • non-owned trailers, • hire vehicle costs following an accident, • aggregate deductible, • others as detailed.

You should ask your financial services provider about these extensions and their cost.

Significant risks

Claims may be refused in certain circumstances. Please refer to the Policy Wording for full details of the terms and conditions of cover and exclusions.

This Policy does not cover:

- any additional costs, such as but not limited to, hire car costs (other than those covered elsewhere in this Policy), because you cannot use your vehicle even though your vehicle may not be available following loss or damage covered under this Policy,
- theft of your vehicle resulting from it being test driven for sale and you or an employee of yours did not accompany the prospective purchaser,
- loss of or damage to your vehicle or liability resulting from theft by you, your partners or directors, or your employees,
- loss of or damage to your vehicle if reasonable steps to protect or safeguard your vehicle have not been taken
- any liability or obligation assumed by you under any contract, agreement or warranty which would not have otherwise arisen or been implied by law,
- loss of or damage to your vehicle or liability if your vehicle is used in an unsafe, unroadworthy or illegal condition unless such condition could not reasonably be detected by you. This exclusion will not apply if the loss, damage or liability was not caused or contributed to by such unsafe, unroadworthy or illegal condition,
- loss of or damage to your vehicle or liability if your vehicle is being driven by:
 - you or by any person with your consent who is not licensed under any relevant law to drive such a vehicle, or
 - anyone whose faculties are impaired by any drug or intoxicating liquor, or
 - anyone whose blood alcohol reading exceeds the legal limit (subject to any laws to the contrary), or
 - anyone who following an accident, refuses to provide or allow the taking of a sample of breath, blood or urine for testing or analysis as required by the law of any State or Territory in which the accident occurred.

However we will cover you if you have allowed that person to drive your vehicle and you were not aware that your vehicle was being driven by or in charge of that person when they were so affected or unlicensed.
- loss of or damage to your vehicle or liability while your vehicle is being used in any experiment or type of test or in preparation for or involved in racing, speed testing, reliability trial, pace making, hill climbing, trial or demonstration other than for resale purposes on public roads
- loss of or damage to your vehicle or liability if you:
 - carry or tow a load, or
 - carry a number of passengers,

in excess of that for which your vehicle was designed. However we will cover you if the loss, damage or liability was not caused by or contributed to by any such greater load or number of passengers,
- loss of or damage to your vehicle or liability while your vehicle is being used for conveyance of passengers for hire, fare or reward,
- any vehicle running on rails or which is not designed to run solely on solid ground,

- where you or anyone using your vehicle with your permission admits fault or liability for an incident, unless we would have provided cover under your Policy anyway,
- loss of or damage to your vehicle or liability outside Australia except where your vehicle is being transported by sea between Australian ports,
- loss of or damage to your vehicle or liability if your vehicle is being driven by or in the charge of any person over the age of 80 unless you have told us about them and we have noted them on the Policy Schedule,
- loss, damage or liability if your motor cycle has an engine capacity greater than 250 cubic centimetres and is being ridden by any person under 21 years of age or a rider who has not held a full motor cycle licence for two years,
- loss, damage or liability if your motor cycle has an engine capacity greater than 500 cubic centimetres and is being ridden by any person less than 30 years of age or a rider who has not held a full motor cycle licence for two years,
- any liability under Section 2 – Third Party Liability, if your vehicle or substitute vehicle is unregistered. However we will cover your liability in respect of the unregistered vehicle on a public road, if you have obtained the appropriate permit to drive the unregistered vehicle on a public road.

The amount of any claim may be reduced

The amount of any claim made against the Policy may be reduced:

- (a) if you do not comply with any Policy condition.
- (b) where an excess applies 'Excess' means the first amount which you must contribute to any claim you make under this Policy. Depending on the age or experience of the driver and whether a rigid body tipper or tipping trailer is insured under this Policy, you may have to contribute more than one excess.

Where an excess applies, the type and the amount will be shown in your Policy and/or Policy Schedule. If we accept your claim, we will deduct the excess shown in your current Policy and/or the Policy Schedule from any amount we pay under your claim.

- Standard excess is the first amount you will have to contribute to every claim.
- Age or inexperienced driver excess is in addition to the standard excess and applies where a vehicle is driven by a person:
 - under the age of 21, or
 - is aged 21 but under the age of 25, or
 - aged 25 or more but who has not held an Australian driver's licence for two or more years for the type of vehicle being driven at the time of the incident.

This excess does not apply if the only damage to your vehicle is a broken windscreen, or window glass, or caused by storm or hail damage.

Tipping excess is in addition to the standard excess and any age or inexperienced excess that may apply.
- Learner driver excess may be applicable for vehicle with a gross vehicle mass less than 3,500 kilograms.
- Outside radius excess may be applicable for vehicles with a gross vehicle mass more than 3,500 kilograms.

There are some circumstances where an excess will not apply. Please refer to the section headed 'What you must pay if you make a claim - Excess' in the Policy Wording

This product may not match your expectations

This product may not match your expectations (for example, because an exclusion applies). Please ask your financial services provider if you are unsure about any aspect of this product.

Your sum insured may not be adequate

It is important that your vehicle and all accessories are insured for their current market values, as our liability is limited to the sum insured you declare to us or the market values of your vehicle and all its accessories, whichever is the lesser.

The cost of this policy

Premium is what you pay us for this Policy and it's made up of the amount we've calculated for the risk and any taxes and government charges.

When calculating your premium we take a number of factors into account, including:

- type of cover selected
- the make, model and type of the insured vehicle
- the places where the vehicles are garaged
- previous insurance and claims history of the insured person and any drivers you have told us about
- radius of operation from the home base of your vehicle.

Cooling off period

If you change your mind about your Policy and haven't made a claim, you can cancel it within 21 days of the start or renewal date and we'll give you a full refund. If you cancel your Policy in these circumstances, you will have no cover under the Policy.

To cancel your Policy within the cooling off period, contact your financial services provider.

You can also cancel your Policy outside the cooling off period, see 'Cancelling your policy'.

General Insurance Code of Practice

QBE is a signatory to the General Insurance Code of Practice (Code) and is committed to providing high standards of service. The Code covers topics like buying insurance, how claims are handled, what happens if financial hardship occurs, and complaint handling. You can read the Code at codeofpractice.com.au

We recognise that family and domestic violence is a complex issue and we take it seriously. For more information about support, our Family and Domestic Violence Customer Support Policy is available at qbe.com/au

Privacy

We take the security of your personal information seriously.

We'll collect personal information when you deal with us, our agents, other companies in the QBE group or suppliers acting on our behalf. We use your personal information so we can do business with you, which includes issuing and administering our products and services and processing claims. Sometimes we might send your personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in detail where and from whom we collect personal information, as well as where we store it and the ways we could use it. To get a copy at no charge by us, please visit qbe.com.au/privacy or contact QBE Customer Care.

It's up to you to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

Complaints

We're here to help. If you're unhappy with any of our products or services, or the service or conduct of any of our suppliers, please let us know and we'll do our best to put things right.

Step 1 – Talk to us

Your first step is to get in touch with the team looking after your Policy or claim. You'll find their contact details on your policy documents, letters or emails from us.

Please provide our team with as much information as possible so they can try to fix the problem quickly and fairly.

Step 2 – Customer Care

If your complaint isn't resolved by the team looking after your Policy or claim, you can ask them to refer your complaint on to our Customer Care team or you can contact Customer Care directly.

Step 3 – Internal Dispute Resolution

If your complaint isn't resolved by Customer Care, or indeed at any time, you can ask for your complaint to be escalated for review by our Internal Dispute Resolution (IDR) team. A Dispute Resolution Specialist will review your complaint independently and provide you with our final decision.

Step 4 – Still not resolved?

If we're unable to resolve your complaint to your satisfaction within a reasonable time, or you're not happy with our final IDR decision, you can refer your complaint for external dispute resolution by contacting the Australian Financial Complaints Authority (AFCA). We are a member of AFCA and their decisions are binding on us.

AFCA will inform you if your complaint falls within its jurisdiction. Time limits apply to most complaints to AFCA.

Disputes not covered by the AFCA Rules

If your dispute doesn't fall within the AFCA Rules, and you're not satisfied with our decision then you may wish to seek independent legal advice.

Privacy complaints

If you're not happy with how we've handled your personal information, call or email Customer Care.

If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC).

Contacting QBE's Customer Care Unit, AFCA or the OAIC

How to contact QBE Customer Care

Phone	1300 650 503 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	<ul style="list-style-type: none"> complaints@qbe.com, to make a complaint. privacy@qbe.com, to contact us about privacy or your personal information. customercare@qbe.com, to give feedback or pay a compliment.
Post	Customer Care, GPO Box 219, Parramatta NSW 2124

How to contact AFCA

Phone	1800 931 678 (free call)
Email	info@afca.org.au
Online	www.afca.org.au
Post	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

How to contact the OAIC

Phone	1300 363 992 Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	enquiries@oaic.gov.au
Online	www.oaic.gov.au

Financial Claims Scheme

This policy is protected under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the unlikely event QBE becomes insolvent. You may be entitled to access the FCS if you meet the eligibility criteria. For more information, contact the Australian Prudential Regulation Authority (APRA).

How to contact APRA

Phone	1300 558 849. Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Online	www.apra.gov.au/financial-claims-scheme-general-insurers

Policy Wording

This Policy is underwritten by QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545.

Our agreement

Your Policy is an agreement between you and us, made up of:

- This Policy Wording
- Your Policy Schedule, which sets out the cover you've chosen and any terms specific to you.

The cover under this Policy is provided during the period of insurance, once you've paid us your premium. There are also:

- Conditions and exclusions which apply to specific covers or sections;
- General exclusions, which apply to any claim you make under this Policy;
- General conditions, which set out your responsibilities under this Policy;
- Claims conditions, which set out our rights and your responsibilities when you make a claim; and
- Other terms, which set out how this Policy operates.

Excesses

You must pay any excesses which apply to your claim. The excesses which you have to pay are set out in this Policy Wording or on your Policy Schedule.

How much we'll pay

The most we'll pay for a claim is the sum insured which applies to the cover or section you're claiming under, less any excess.

Paying your premium

The ways you can pay your premium, and the frequency you can pay it, are described below:

- in one annual payment by cash, cheque, credit card or EFTPOS, or
- in monthly instalments by direct debit from your credit card or from your account with your financial institution.

Your Policy Schedule sets out your premium, its due date and how you've chosen to pay it.

Annual premium

We will let you know how much premium you need to pay us, how to pay it and when. If you pay your premium annually, you need to pay your premium on time to ensure you are covered. If you don't pay the premium your Policy may be cancelled and we'll write to let you know when this will happen.

Instalment payments

If you pay your premium by instalment, your Policy Schedule will show the date and frequency of your instalments. If your direct debit details change you must tell us no later than seven days before your next instalment is due to allow us to process the change in time.

If you miss an instalment we'll contact you to ask you to pay it or arrange to collect it from you. If you don't pay the missed instalment your Policy may be cancelled and we'll write to you to let you know when this will happen.

If you don't pay the missed instalment and a claim arises, then we will deduct the missed instalment from your claim.

At renewal

If you pay by instalments, and you renew your Policy, we'll continue to deduct instalments for a renewed Policy at the new premium level according to the same instalment pattern, unless you tell us to stop your direct debit.

If you don't want to renew, you must tell us at least 7 days before your Policy's end date so that we can arrange for the direct debit to stop in time.

Adjustment of premium on renewal

If we agree to renew your Policy, we will send you a renewal offer. If you make any changes to your Policy after we send you our renewal offer, and we agree to continue to insure you, we'll send you an updated renewal offer and you'll need to pay us any additional premium to ensure your cover is not affected. If you claim for an incident that happened during a previous period of insurance, you must tell us about it. You agree to pay us any additional premium increase we'd have required you to pay if you'd told us about the claim before your Policy was renewed.

Where you had no knowledge or were otherwise unaware of the circumstances surrounding the claim during the previous period of insurance, no additional premium increase will be applied until the following period of insurance.

This condition doesn't affect any other rights we have at law or under this Policy.

If your payment details change

If the direct debit details you use to pay us change, such as you changing credit cards or bank accounts, you must tell us at least seven days before your next payment date to allow us to process the change in time.

Words with special meanings

The words and terms used throughout this Policy have special meanings set out below.

Where other words and terms are only used in one section of the Policy, we'll describe their special meaning in that section.

Word or term	Meaning
Airfield	An area of land set aside for the take-off, landing, taxiing, parking and maintenance of aircraft.
Airside	The section of an airfield where aircraft are situated and operated.
Dangerous goods	Goods as defined by The Australian Code of the Transport of Dangerous Goods by Road and Rail.
Gross combination mass	The maximum legally allowed weight of your truck and trailer combination including the goods legally carried by that combination.
Gross vehicle mass	The maximum allowed weight of your vehicle and the goods it can legally carry.
Market value	The cash value of a vehicle of the same age, type and condition, in your local area, but excluding costs and charges for registration, stamp duty transfers and any dealer warranty costs.
Period of insurance	The period shown in the Policy Schedule.

Word or term	Meaning
Policy Schedule	The schedule of insurance or any endorsement Schedule we give you.
Pollution	The presence in or introduction into the environment of a substance that causes or is likely to cause degradation of the land, resulting in actual or potential harm to the health or safety of human beings, animals or other terrestrial life or ecosystems.
Suitable hire vehicle	A hire vehicle that takes into account: <ul style="list-style-type: none"> the type and size of the damaged vehicle the ordinary daily uses of the damaged vehicle whether any additional safety devices were part of the damaged vehicle, such as child seats or disability related modifications.
Total loss	Your vehicle will be assessed as a total loss if: <ol style="list-style-type: none"> the cost of repairing the vehicle plus the value of the salvage (if applicable) exceeds the sum insured or market value whichever is the lesser, or your vehicle is stolen and not recovered within 14 days of the theft being reported to police.
We, our, us	QBE Insurance (Australia) Limited, ABN 78 003 191 035 AFSL 239545.
You, your	The person(s), companies or firms named on the current Policy Schedule as the 'Insured'.
Your vehicle	Any type of machine on wheels or self laid track made or intended to be propelled by other than manual or animal power and any trailer or other attachment made or intended to be drawn by any such machine that is owned, hired, leased, rented, loaned, borrowed or used by you and declared to us at the beginning of the period of insurance.

Types of cover

We offer several different types of cover, as described below. The type of cover you have selected is shown on the Policy Schedule.

1. Comprehensive - All sections of this Policy will operate.

This cover provides:

- (a) insurance against theft or accidental loss or damage to your vehicle,
- (b) additional benefits – as set out in the 'Additional benefits' section,
- (c) insurance against legal liability for damage caused by your vehicle to the property of other people – as described in Section 2.

The causes of events not covered are described under 'What you are not insured against' and the 'General exclusions'.

2. Third party property damage including fire and theft – Section 1 is restricted to loss or damage caused by fire, explosion, lightning, theft or attempted theft. Any other cover set out in Section 1 does not apply. Section 2 will apply.

This cover provides:

- (a) insurance only against damage to your vehicle caused by fire, explosion, lightning, theft or attempted theft,
- (b) addition benefits – as set out in the 'Additional benefits' section,
- (c) insurance against legal liability for damage caused by your vehicle to the property of other people – as described in Section 2,
- (d) insurance against damage to your vehicle but only if the damage is caused solely and directly by another vehicle as described under the uninsured motorist's benefit under 'Additional benefits'.

The causes or events not covered are described under 'What you are not insured against' and the 'General exclusions'.

3. Third party property damage - Section 1 of this Policy does not apply. Section 2 will apply.

This cover provides:

- (a) insurance against legal liability for damage caused by your vehicle to the property of other people – as described in Section 2,
- (b) insurance against damage to your vehicle but only if the damage is caused solely and directly by another vehicle as described under the uninsured motorist's benefit under 'Additional benefits'.

The causes or events not covered are described under 'What you are not insured against' and the 'General exclusions'.

4. Own damage only - Section 1 of this Policy will apply. Section 2 does not apply.
5. Fire and theft only - Section 1 is restricted to loss or damage caused by fire, explosion, lightning, theft or attempted theft. Any other cover set out in Section 1 does not apply. Section 2 does not apply.

This part contains the following sections:

Section 1: Loss, damage or theft of your vehicle

Section 2: Third party liability

Section 1: Loss, damage or theft of your vehicle

What you are insured against

We cover you against theft, attempted theft, accidental loss or damage to the following, occurring during the period of insurance depending on the type of cover you have selected. This includes loss or damage to:

- (a) your vehicle/s as declared to us at the commencement of any period of insurance,
- (b) original manufacturer's standard accessories, standard tools, standard appliances or standard options,
- (c) any additional fixed (built in) equipment or fixed accessories used for your business, provided that the value of such accessories are included within the sum insured for your vehicle.

What we will pay

Basis of settlement

If your claim is accepted, depending on the type of claim, we will either repair, reinstate or pay the amount of the loss of or damage to your vehicle and items referred to in items (b), (c) and (d) above under 'What you are insured against', at the time of such loss or damage, provided such payment does not exceed the market value or the sum insured whichever is the lesser amount, or agreed value depending on the cover stated on the Policy Schedule.

If it is necessary to repair your vehicle to a better condition than it was in before the loss or damage, then we may ask you to contribute the additional amount to repair it to the better condition. If this may be necessary, we will talk to you beforehand about how you would like to proceed.

We are entitled to replace damaged parts with new parts or used parts of similar age and condition to those being replaced.

If your Policy Schedule has words "The agreed value Special Clause has been selected" endorsed on it for a particular vehicle, then if the vehicle is assessed as a total loss we won't deduce any input tax credit entitlement you may be entitled to from the settlement we pay you.

Salvage

If your vehicle is assessed as a total loss and we pay according to the cover provided by this Policy, you must allow us, if we require to, take possession of your damaged vehicle. If we do not take possession of your damaged vehicle, you cannot abandon your responsibilities for it. Further, we will provide you with the first right to purchase the salvage at its market value at the time of the damage.

Unavailable parts

In the event of an incident covered under this Policy, should any part of your vehicle and/or other insured property become unavailable in Australia, we will reimburse you, in accordance with the basis of settlement under 'What we will pay – Basis of settlement', but in no circumstances will we be liable for more than the cost of the parts (including installation) plus the cost of freighting such parts by sea transport or up to \$5,000 for standard air freight.

Financier

If your vehicle is the security for any finance agreement, then:

- we have the right to make claim payments to the financier, and
- any payment made to the financier will satisfy our obligation to you under this Policy for the amount paid.

Section 2: Third party liability (applicable to registered vehicles only)

What you are insured against – damage to property

Property damage

Provided your vehicle is registered in accordance with the requirements of State and or Territory laws, we will cover the amount you may be held legally liable to pay for accidental damage to property belonging to others occurring during the period of insurance, excluding goods being carried by you, caused by or arising out of:

- the use of your vehicle or any trailer or caravan attached to your vehicle, whether or not it belongs to you,
- goods falling from your vehicle,
- the transportation of dangerous goods as defined. The maximum amount we will pay under this clause is \$1,000,000 unless specified elsewhere in your Policy Schedule,
- any person who is driving, using or in charge of your vehicle with your permission as if they were you and provided they are not entitled to indemnity under any other policy or statute and provided such cover is not otherwise excluded.

Pollution cleanup costs

If there is no other indemnity available under this Policy, cover is extended to include your legal liability to cleanup or pay cleanup costs following sudden or unforeseen pollution or contamination of water, land or the atmosphere following an event covered under the Policy. The maximum amount we will pay under this clause is \$1,000,000.

Substitute vehicle

We cover your legal liability to pay for accidental damage to property (otherwise covered under this Section) by a vehicle being used by you as a substitute vehicle while your vehicle is being serviced, repaired or is not drivable.

We give you this benefit only if:

- one substitute vehicle is being used at any one time in place of your vehicle,
- the substitute vehicle is not already covered under another insurance policy, and
- the substitute vehicle is not owned by you and you have the owner's permission to drive the vehicle.

Your employer's or principal's liability

We will cover the amount your employer, principal or partner may be held legally liable to pay for accidental damage to property (which is otherwise covered under this Section) while you are using your vehicle on their business as long as it is not a use that is excluded by this Policy.

Your liability as principal

We will cover your legal liability to pay for accidental damage to property belonging to others in respect of any motor vehicle not owned or supplied by you or hired to you, which is in the charge of, or is being driven by a person authorised to use the motor vehicle on your behalf, and in connection with your business.

Supplementary bodily injury

We will cover the amount which you, or any person driving, using or in charge of your vehicle with your permission may be held legally liable to pay by way of compensation or damages for death or bodily injury to persons arising out of the use of your vehicle in Australian States and Territories only.

We do not cover legal liability for death or bodily injury to:

- (a) you or any person driving, using or in charge of your vehicle,
- (b) an employee of yours or who is deemed by any law to be your employee, arising out of their employment with you.

We do not provide cover:

- (a) if your vehicle is not registered,
- (b) if you or any person using your vehicle:
 - is wholly or partly covered under any compulsory statutory insurance scheme or accident compensation scheme, or
 - would have been entitled to be covered under any such scheme as it existed at the commencement date of the relevant period of insurance, even though there may have been a change in the law during that period of insurance, or
 - would have been entitled to be covered under any such scheme if it were not for the application of any excess or deductible applying under the scheme, or
 - would have been entitled to be covered under any such scheme had cover not been refused because you did not:
 - > register your vehicle;
 - > apply for cover under the scheme;
 - > comply with a term or condition of the scheme.
- (c) whilst your vehicle is being loaded or unloaded,
- (d) if your vehicle is registered in the Northern Territory of Australia.

Legal costs

Where you need to obtain legal advice or representation in defending or settling a claim arising out of or in relation to any one incident covered by this Policy, we will pay your reasonable legal costs and expenses. You will need to speak to us first before you incur those costs. We pay this in addition to the amount payable under 'Damage to property' and 'Supplementary bodily injury'.

What we will pay

The maximum amount we will pay under Section 2 in respect of all claims arising out of one incident or series of incidents arising out of one cause or event will not exceed:

- the amount stated in Section 2, for the transportation of dangerous goods \$1,000,000 or Pollution cleanup costs \$1,000,000 where they apply, or
- \$32,500,000 for other losses, any one event under Section 2.

What you are not insured against

Property damage – property in your care, custody or control

We do not cover the legal liability of you or the driver of your vehicle, for damage to any property belonging to you or the driver of your vehicle or any property belonging to any other party in your or the driver's care, custody or control, except for premises leased or rented to you or where specified in Additional benefits for non owned trailers.

However, we will not treat your employees' or visitors' vehicles including their contents while contained within a car park owned, operated or provided by you, as property in your care, custody or control.

Additional benefits

We give these additional benefits following loss or damage to your vehicle covered under this Policy depending on the type of cover you have selected:

Towing costs – applicable to comprehensive cover only

We will cover the costs of towing your vehicle, plus the reasonable cost of protecting your vehicle:

- to the nearest repairer, or your preferred repairer within 200 kilometres of the place of loss or damage,
- to a place of safety, or
- to any other place that we first approve following loss or damage covered under this Policy.

Emergency repairs – applicable to comprehensive cover only

We will cover the cost of emergency repairs up to \$3,000 where a loss covered under the Policy requires these repairs for your vehicle to be drivable.

Redelivery – applicable to comprehensive cover only

We will cover you for up to \$5,000 to return your vehicle to its normal parked address, following repairs to your vehicle provided:

- the repairs were required following loss or damage covered under this Policy,
- the situation where your vehicle was repaired was more than 150 kilometres from your vehicle's normal parked address.

Recovery costs following theft – applicable to comprehensive cover and third party fire and theft

If your vehicle is stolen and found we will cover you for up to \$10,000 to return your vehicle to its normal parked address.

The cost of repatriating your driver following theft or accident – applicable to comprehensive cover only

We will cover you up to a maximum of \$5,000 for the reasonable costs of overnight accommodation and returning an insured driver to the point of departure or at your option to the driver's destination provided:

- your vehicle was more than 150 kilometres from its normal parked address or point of departure at the time of the loss or damage, and
- the vehicle was being used in connection with your business, and
- the costs involved do not relate to emergency medical transportation, and
- you had not intended to pay for overnight accommodation in any event.

Trailer cover – applicable to comprehensive cover only

We will pay for theft, or accidental loss or damage to any trailer with a gross vehicle mass less than 2,000 kilograms (other than a caravan) which is owned by you while it is:

- attached to your vehicle, or
- detached from your vehicle but within your business premises or the domestic land boundaries of your usual home as long as it was not in a common area of home units, flats and the like.

We do not pay for any property in or on the trailer.

The maximum amount we will pay is the market value of the trailer, limited to \$2,000.

Automatic additions and deletions – applicable to all types of cover

We will provide cover automatically for any vehicle of a like kind or of a similar nature to vehicles already insured under this Policy which you purchase or lease (not hired) during the current period of insurance and in which you acquire an insurable interest from the time such insurable interest is acquired, provided:

- (a) the maximum amount of cover is limited to \$500,000, per vehicle, being the purchase or the market value at the time of purchase, whichever is the lesser, and
- (b) the premium will be adjusted at the end of the period of insurance for:
 - > any increase or decrease in the number of vehicles, and/or
 - > any increase or decrease in the asset value of your motor vehicles, relating to the sale or acquisition in vehicle numbers, whichever applies to the method of calculation of your premium at the beginning of that period of insurance,
- (c) where the adjustment is subject to re-evaluation based on existing assets there will be no premium adjustment on those vehicles,
- (d) where any vehicles, acquired by virtue of the purchase or other acquisition of, or the formation of any company or firm or business (including the purchase or acquisition of the business of any sole trader or sub-contractor) or any vehicles acquired or hired by you from any of your sub-contractors, that grow your vehicle numbers by 10% or more on the current numbers, will not be treated as newly acquired vehicles purchased or hired by you, as required by this Additional cover – Automatic additions to your fleet of vehicles,
- (e) where the premium is to be adjusted based on a reduction of vehicle numbers there will be no refund of premium allowed unless the vehicles have been sold and are no longer owned by you or any subsidiary or associated company of yours. Also if your vehicles reduce by more than 10% then any adjustment will be based on prorate for the period of cover,
- (f) the additional or return premium will be 50% of the annual premium applicable to the increase or decrease in assets and/or vehicle numbers if not otherwise stated above.

Breach of general conditions – applicable to all types of cover

A breach or non-compliance with any general condition without the knowledge of you or any responsible officer will not affect your right to the cover under this Policy. However where you or any responsible officer becomes aware of such breach or non-compliance you will notify us as soon as possible. If the risk is acceptable to us we will insure it for the remainder of the period of insurance and you will pay any extra premium we may require and comply with any additional conditions we may impose.

Removal of vehicle debris – applicable to all types of cover

We will cover you up to a maximum of \$100,000 for the necessary and reasonable costs which you are legally liable to pay to clean up and remove any vehicle debris. This is limited to the vehicle itself and does not include any goods falling from your vehicle.

Sign writing – applicable to comprehensive cover only

We will cover you for loss or damage to sign writing or fixed advertising signs or materials forming a permanent part of your vehicle at the time of the loss or damage.

Maritime liability – applicable to comprehensive cover only

If your vehicle is being transported by sea between Australian ports, we will cover you for your contribution for your vehicle if 'general average' is declared.

General average is declared when goods or cargo are thrown overboard or other steps are taken to safeguard the vessel and the remaining property on the vessel. All cargo owners share the expenses or salvage costs incurred by a ship owner in preserving the vessel and cargo including claims costs incurred by cargo owners.

Waiver of subrogation – applicable to all types of cover

We will not seek recovery between the persons, companies or firms named in the Policy Schedule as the insured or the persons, companies or firms you have entered into contracts with prior to the event.

Non owned trailers – applicable to comprehensive cover only

We will cover your legal liability for damage to trailers under your control not owned, leased or rented by you and belonging to a principal, provided that:

- (a) the trailer is attached to your vehicle and used in the course of your business,
- (b) an excess of \$2,500 or the amount specified in the schedule (whichever the greater) will apply to each and every event giving rise to a claim, and
- (c) the amount of the excess will be increased by 100% if the event given rise to the claim occurs while any tipping hoist is fully or partially raised.

The amount of the cover is limited to \$100,000 or market value, whichever is the lesser in total any one incident, unless a higher limited is noted on the Policy Schedule (see Special clauses).

New vehicle replacement - applicable to comprehensive cover only

Where your vehicle is a sedan, station wagon, panel van, 4WD, utility or truck with gross vehicle mass not exceeding 12,000 kilograms or a minibus with a carrying capacity of not greater than 15 persons, we will replace your vehicle with a new vehicle of the same make, model or series so long as it is available in Australia and:

- your vehicle is a total loss, and
- you purchased it new from the manufacturer or their dealer, and
- your vehicle is less than 24 months old from when it was first registered, and
- where your vehicle is financed, your financier has given us written consent.

If a new replacement vehicle is not available, we will replace your vehicle with the nearest equivalent vehicle available, so long as it is available in Australia. If we cannot agree on a replacement vehicle, we will pay you the amount it would cost to buy a new vehicle the same as, or a near equivalent of, the vehicle which needs replacing.

We also pay the registration for the period registered but not exceeding 12 months, stamp duty and dealer charges on the new vehicle but any refund of registration fees or stamp duty applicable in respect to the old vehicle must be refunded to us.

Where your vehicle does not meet all of the criteria above, all total loss claims will be settled on the declared sum insured or the current market value at the time of the loss or damage, whichever is the lesser.

Where you choose to insure the replacement vehicle with us and we accept the risk, we will charge you a pro-rata premium from the date of acceptance to the expiry date of the Policy.

Car sharing – applicable to all types of cover

Payment made by passengers, as part of a car sharing agreement for social or other similar purpose, including travelling to and from work will not constitute the conveyance of passengers for hire, fare or reward provided that the total contribution received for the journey does not involve commercial use for profit.

Hire cost following theft – applicable to comprehensive cover only

If your vehicle is stolen we will cover you up to a maximum of \$5,000 for the reasonable costs of a suitable hire vehicle provided:

- we do not pay for hiring charges incurred after the date of recovery of your vehicle if it can be driven,
- cover stops once we pay a claim, or the vehicle is repaired if undrivable.

You will need to organise and pay for the hire vehicle. We are not responsible for ensuring that a hire car is available. We need you to give us a copy of the rental agreement or any receipts for the hire car so that we can reimburse you.

We do not pay for:

- running costs, including the costs of fuel,
- damage to the hire vehicle,
- any insurance, insurance excess or other costs you may be liable for under the hire rental agreement.

Driver's personal property – applicable to comprehensive cover only

We will cover the loss or damage to wearing apparel and personal property (excluding tools of trade) not otherwise insured belonging to your driver while contained in the vehicle provided:

- (a) money, securities, jewellery, furs, mobile phones, personal music devices, portable GPS, tools of trade and laptop computers are excluded from this cover, and
- (b) the maximum amount we will pay is limited to \$5,000 arising from any one incident.

Lease, hire purchase or financial agreement payout – applicable to comprehensive cover only

Where:

- your vehicle is assessed as a total loss, and
- your vehicle is subject to a lease, hire purchase or any financial agreement through a financial institution directly related to financing of the vehicle purchase, and
- the payout amount exceeds the agreed total loss amount,

we will pay:

- the agreed total loss amount, plus
- an additional amount of 25% of the total loss amount,

provided

- this amount and the total loss amount do not exceed the financial payout figure,
- that any payment over the agreed total loss amount does not include any amounts that are in arrears at the time of loss,
- that any additional payment over and above the agreed total loss amount will include any discounts applicable for full payment of the financial contract.

Total loss of unfinanced motorised vehicles – applicable to comprehensive cover only

Where:

- Your vehicle is a sedan, station wagon, panel van, utility or 4WD with a gross vehicle mass of 3,500 kilograms or less, or any motorised goods carrying vehicle and
- your vehicle is assessed as a total loss, and
- your vehicle is not subject to a lease, hire purchase or any financial agreement through a financial institution directly related to financing of the vehicle purchase, and
- your vehicle is in excess of 24 months of age and less than 10 years of age from the date of original registration as a new vehicle,

we will pay:

- the agreed total loss amount, plus
- an amount being the lesser of \$5,000 or 20% of the total loss amount.

Agreed sum insured – applicable to comprehensive cover only

Where your vehicle has a gross vehicle mass of 12,000 kilograms, or greater and provided the age of the vehicle at the time of such loss or damage, was not in excess of 24 months from the date of original registration as a new vehicle, by you, we will, in the event of your vehicle being classed as a total loss under this Policy, pay the sum insured declared to us, as the value of the unit at the commencement of the current period of insurance.

Funeral expenses – applicable to comprehensive cover only

As a result of an accident in an insured vehicle covered under the Policy your driver sustains a fatal injury, whether or not death occurs at the time of the loss we agree to pay for associated burial or cremation costs and include travel costs within Australia for the deceased driver, spouse and children. This benefit will not be reduced by any accident compensation and we will pay up to \$10,000 in total any one period of insurance.

Driver accident compensation benefit – applicable to comprehensive cover only

(Available only to drivers of vehicles that are sedans, wagons, 4x4 or goods carrying vehicles with a gross vehicle mass less than 3,500 kilograms)

We will pay the following compensation to a driver of your vehicle who is injured and who as a direct result suffers a permanent disability, as defined and as a result of the accident while driving your vehicle. Compensation will only be payable if:

- the driver was driving your vehicle with your consent and is licensed to drive such a vehicle,
- the driver was not under the influence of alcohol or any narcotic depressant stimulant or hallucinogenic drug,
- the claim has been accepted under this Policy, and

- the driver is not entitled to any benefits under any compulsory statutory insurance scheme or accident compensation scheme or would have been so entitled if:
 - it were not for the application of any excess or deductible applying under the scheme, or
 - compensation under the scheme had not been refused, because you did not register your vehicle or apply for cover under the scheme.

Table of compensation benefit

Disability from an injury resulting in a compensation	Compensation amount
Permanent quadriplegia	\$100,000
Permanent paraplegia	\$75,000
Permanent total disablement	\$50,000
Permanent loss of entire sight in both eyes	\$25,000
Permanent loss of entire sight in one eye	\$10,000
Permanent total loss of or loss of use of one limb (at or above the wrist or ankle)	\$10,000

Where the driver is permanently left with more than one disability as above will pay only one of the compensation amounts mentioned above. In such circumstances the highest single level of applicable benefit will be paid.

The medical diagnosis of the injury leading to the permanent disability must be made within 90 days of the date of accident for any of the benefits to be given.

The establishment of a permanent disability will be determined by our medical specialist on reasonable grounds giving appropriate weight to medical opinions provided by the injured driver.

We will not pay a benefit claim until the injury is stabilised, the injury is of a permanent nature and the injury is not likely to significantly improve.

Unless the injured driver undergoes all reasonable medical examinations organised by us in order to assess the claim, no compensation will be payable by us. We will arrange the examinations and pay associated costs incurred by the injured driver to attend, including reasonable travel expenses.

Locks and keys – applicable to comprehensive cover only

If your keys are lost, destroyed or damaged, or if there are reasonable grounds to believe the keys may have been illegally duplicated, we will pay the costs of replacing and/or recoding the locks and/or keys. We will pay up to \$5,000 during any one period of insurance and this benefit is not subject to loss or damage to the vehicle covered under the Policy.

Fire brigade and/or emergency services charges – applicable to all types of cover

If a claim is accepted under the Policy and you are legally liable for fire extinguishment costs charged by the Fire Brigade or emergency services costs, we will pay up to \$50,000 during any one period of insurance and this benefit is not subject to loss or damage to the vehicle covered under the Policy.

Tyre replacement – applicable to comprehensive cover only

If a claim is accepted and any tyre cannot be used as a direct result of damage sustained from a loss covered under this Policy, we will pay for the new replacement cost of a similar make and specification. This benefit is applicable provided that the condition of the damaged tyres remaining tread conforms with legal requirements at the time of damage and it was not a recapped or retread tyre.

Choice of repairer – applicable to all types of cover

You may choose any licensed repairer to repair your vehicle. We may invite, accept, adjust or decline estimates or arrange to move your vehicle to another repairer acceptable to both of us.

We may not accept your repairer's estimate if we believe:

- they don't have the equipment or expertise to repair your vehicle;
- the scope of repairs may not be correct; or
- their estimate is not competitive.

Uninsured motorist's benefit – applicable to third party fire and theft or third party property damage cover only

We will either repair your vehicle to its condition immediately prior to the time of loss or pay you the cost of repairs to your vehicle resulting from accidental loss or damage to your vehicle, if:

- the accident which gave rise to the claim was totally the fault of the driver of another vehicle (you may be able to help confirm this by providing a police report, expert reports, witness statements or photographs taken at the scene), and
- you provide us with the registration number of the other vehicle and the name and address of the driver of the other vehicle, and
- at the time of the loss or damage the driver of the other vehicle was not insured for their third party liability (or we are unable to confirm this through our enquiries within a reasonable period of time).

The maximum amount we will pay under this benefit for all claims from any one accident or series of accidents arising out of the one cause or event is the lesser of \$5,000 or the market value of your vehicle at the time of the loss or damage.

If we pay you the market value of your vehicle, then your vehicle in its damaged condition will become our property. Alternatively, you will have the first right to purchase the salvage at its market value at the time.

We will not provide this cover if you or any driver listed on your Policy Schedule is the owner or part-owner of the vehicle that we agree is responsible for the accident.

Windscreen or window glass excess free – applicable to comprehensive cover only

If you sustain a loss to a windscreen or window glass only, no excess will apply if your vehicle is a sedan, station wagon, panel van, utility or 4WD with a gross vehicle mass less than 3,500 kilograms.

Vehicle recovery costs – applicable to comprehensive cover only

Where your motor vehicle becomes unintentionally immobilised on a work site or in a physical situation whilst being used as part of your normal business operations we shall cover the cost of recovery or removal toward mobilisation of your motor vehicle.

We will not pay for immobilisation as a result of electronic, electric, or mechanical failure or malfunction, or normal wear and tear.

At all times we will pay a maximum of \$50,000 during the period of insurance for this additional benefit.

Removal of load – applicable to comprehensive cover only

We will cover you for up to a maximum of \$50,000 any one event for the necessary and reasonable cost to remove the vehicles load and or cleanup the load debris for goods falling from your vehicle or being damaged following loss or damage to your vehicle. We do not cover any damage to your load.

Special clauses

Only those clauses that are shown on the Policy Schedule will apply.

Burning cost

The burning cost premium has the following four elements:

- (a) Maximum premium payable.
- (b) Deposit premium payable.
- (c) Minimum premium payable.
- (d) Claims incurred adjustment factor.

Where this clause is shown on the Policy Schedule you will pay a deposit premium and the final annual maximum premium payable will be adjusted after 90 days from the expiry date of the contract in accordance with the following formula: All amounts both paid and outstanding by us in respect of claims occurring during the period of insurance, multiplied by the claims adjustment factor shown on the Policy Schedule. The premium payable will be calculated in accordance with this formula and after taking into account the deposit premium paid, any premium due will be paid by you or any premium refund will be paid to you subject to a minimum premium and a maximum premium as agreed.

Where any losses have occurred in the period of insurance and are reported to us after the adjustment premium has been calculated you will be required to pay any additional premium (subject to the maximum not having been reached) based on the adjustment factor for the period of insurance in which the loss occurred.

'Additional benefit - Automatic additions and deletions' will be factored into adjustment of the final adjusted annual premium.

We will retain the right to call up the difference between the deposit premium and the maximum premium at any time during the period of insurance if incurred claims exceed 80% of the deposit premium.

Claims experience discount

Where this clause is shown on the Policy Schedule should you renew this Policy for a further 12 months we will refund after 90 days of the renewal date, an amount as calculated by the following formula for the previous year, should a refund result.

The percentage shown on the Policy Schedule as (a) of the final premium paid less incurred claims less the percentage shown on the Policy Schedule as (b) of such surplus, if any, to a maximum percentage of the premium shown on the Policy Schedule as (c).

Final premium paid means premium paid for the period of insurance after adjustment due to changes in fleet size or to total asset value.

Incurred claims means losses paid during the period of insurance plus reserves for outstanding losses.

The refund is subject to all losses occurring during the period of insurance having been notified by you to us.

Where the claims experience has been allowed at the commencement of the contract the same formula will be applied using the premium amount as if there had been no upfront discount allowed and the insured will have to pay the difference between the actual premium due and the amount paid as the original deposit.

Dangerous goods

Where this clause is shown on the Policy Schedule provided that the transportation of dangerous goods is limited to classes 2, 3, 4, 5, 8 and 9 as listed under The Australian Code for the Transport of Dangerous Goods by Road and Rail, the maximum amount we will pay for Property Damage under Section 2 of this Policy is amended to the amount shown on the Policy Schedule for dangerous goods in respect only to your vehicles whose registration numbers are shown on the Policy Schedule.

Radius restriction

Where this clause is shown on the Policy Schedule in respect of the vehicle excess no additional excess applies, whilst operating within the kilometre radius of your home, base(s) or depot(s), shown on the Policy Schedule.

Underground pipes and cables

Where this clause is shown on the Policy Schedule Exclusion 19 under 'When you are not covered' is deleted and this Policy will cover you, under the terms and conditions of this Policy, for any liability arising out of any damage to, or as a result of damage to any underground sewers, water pipes, gas pipes, electric wire cables or their supports including any transmission cables and their supports or any other underground pipes or cables or their supports (underground services) provided you have ascertained the actual position of these underground services from the relevant authorities prior to commencement of any excavation.

The amount of cover provided by this clause is limited to \$100,000 any one incident.

Non owned trailers

Where this clause is shown on the Policy Schedule we will cover your legal liability for damage to trailers under your control not owned, leased or rented by you and belonging to a principal, provided that:

- (a) the trailer is attached to your vehicle,
- (b) an excess of \$2,500 will apply to each and every event giving rise to a claim, and
- (c) the amount of the excess will be increased by 100% if the event giving rise to the claim occurs while any tipping hoist is fully or partially raised.

The amount of the cover is limited to the amount shown on the Policy Schedule or market value, whichever is the lesser in total any one incident.

Hire vehicle costs following an accident

Applicable to vehicles less than 3,500 kilogram gross vehicle mass.

If your vehicle is damaged in an accident which is covered under this Policy, and your claim is accepted, we will reimburse you for the reasonable costs of a suitable hire vehicle while your vehicle is being repaired or assessed as a total loss.

We will reimburse you the reasonable amount per day for hiring a like vehicle up to a total amount of \$5,000 for the period:

- until your vehicle is repaired, or
- until we pay your claim,

whichever happens first.

The cover will commence on the date your vehicle is taken to the repairer provided we are notified at that time.

You will need to organise and pay for the hire car. We are not responsible for ensuring that a hire car is available. We need you to give us a copy of the rental agreement or any receipts for the hire car so that we can reimburse you.

We do not pay for:

- additional hiring costs,
- running costs, including the costs of fuel,
- damage to the hire car,
- any insurance, insurance excess or other costs you may be liable for under the hire car rental agreement.

We will not cover you under this optional benefit if:

- the only damage to your vehicle is to its windscreens or window glass, or
- your vehicle is stolen, because you may be able to claim under the 'Hire car costs following theft' additional benefit.

Aggregate deductible

This Policy is subject to an aggregate deductible as shown on your Policy Schedule.

Aggregate deductible means the total amount of any one claim or series of claims less the applicable standard excess/s which must be first borne by you during any one period of insurance. We will not be liable to make any payment under this Policy until the paid losses exceed the aggregate deductible during any one period of insurance.

You will advise all insurable losses to us and we will manage all claims on your behalf until the aggregate deductible is reached and standard excesses will apply only thereafter. Your contribution to the aggregate deductible is calculated by adding the total of all claim, reserves and settlements by us on your behalf and paid by you during any one period of insurance.

Other optional special clauses available

- Dry hire.
- Comprehensive non owned trailers cover.
- Employee vehicles on business use.
- Hire or loan vehicle coverage.

General exclusions

This Policy excludes loss, damage, destruction, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any of the following, regardless of any other cause or event contributing concurrently or in any other sequence to the loss:

1. War, invasion, acts of foreign enemies, hostilities or war-like operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power, confiscation or nationalisation or requisition or destruction or damage to property by or under the order of any government or public or local authority.

2. Any act(s) of terrorism

For the purpose of this exclusion, an act of terrorism includes any act, or preparation in respect of action, or threat of action designed to influence the Government of the day or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or Government(s) of the day or de facto, and which:

- involves violence against one or more persons, or
- involves damage to property, or
- endangers life other than that of the person committing the action, or
- creates a risk to health or safety of the public or a section of the public, or
- is designed to interfere with or to disrupt an electronic system.

3. Radioactivity or the use, existence or escape of any nuclear fuel, nuclear material, or nuclear waste or action of nuclear fission or fusion.

This Policy also excludes any loss, destruction, damage, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way relating to 1, 2 or 3 above.

Sanctions limitation and exclusion clause

We will not be liable to provide any cover, pay any claim or provide any benefit under this policy, to the extent that to do so may expose us to any sanction, prohibition, or restriction under United Nations resolutions or any applicable trade or economic sanctions, laws or regulations of any country.

Laws impacting cover

We will not be liable to provide any cover, pay any claim or provide any benefit under this policy, to the extent that it is illegal for us to do so.

Additional exclusions applying to all sections of this Policy

This Policy does not cover:

1.
 - damage to your vehicles tyres caused by application of brakes, road punctures, cuts or bursting,
 - damage, failure or breakdown of your vehicles structural, electrical or mechanical parts,

unless caused as a result of an accident covered under the type of cover you have selected or by people acting maliciously,

2. loss of or damage to your vehicle due to depreciation, wear, tear, rust or corrosion,
3. loss of or damage to your vehicle or any resultant mechanical damage:
 - (i) due to failure or breakdown of a structural, electrical, mechanical or electronic nature, or
 - (ii) to any part of your vehicle due to faulty design or workmanship, or
 - (iii) due to you driving the vehicle after a collision, unless you could not reasonably be expected to know that driving the vehicle after an accident could cause such additional damage,
 - (iv) caused by loss of oil or coolant unless your vehicle is being driven by a thief.

However, we will cover damage directly caused by a collision or fire, to your vehicle, resulting from such failure, as mentioned under 3(i) or 3(ii) above.

4. loss of or damage to your vehicle or liability when endeavouring to evade police apprehension by you or any of your partners or directors or anyone driving your vehicle with your consent,
5. any additional costs, such as but not limited to, hire car costs (other than those covered elsewhere in this Policy), because you cannot use your vehicle even though your vehicle may not be available following loss or damage covered under this Policy,
6. loss of or damage to your vehicle or liability resulting from theft by you, your partners or directors, or your employees,
7. loss of or damage or liability resulting from an intentional act by you or anyone acting with your consent,
8. theft of your vehicle resulting from it being test driven for sale and you or an employee of yours did not accompany the prospective purchaser,
9. loss of or damage to your vehicle if reasonable steps to protect or safeguard your vehicle have not been taken,
10. any liability or obligation assumed by you under any contract, agreement or warranty which would not have otherwise arisen or been implied by law,
11. loss of or damage to your vehicle or liability if your vehicle is used in an unsafe, unroadworthy or illegal condition unless such condition could not reasonably be detected by you. This exclusion will not apply if the loss, damage or liability was not caused or contributed to by such unsafe, unroadworthy or illegal condition,
12. loss of or damage to your vehicle or liability if your vehicle is being driven by:
 - you or by any person with your consent who is not licensed under any relevant law to drive such a vehicle, or
 - anyone whose faculties are impaired by any drug or intoxicating liquor, or
 - anyone whose blood alcohol reading exceeds the legal limit (subject to any laws to the contrary), or
 - anyone who following an accident, refuses to provide or allow the taking of a sample of breath, blood or urine for testing or analysis as required by the law of any State or Territory in which the accident occurred.

However we will cover you if you have allowed that person to drive your vehicle and you were not aware that your vehicle was being driven by or in charge of that person when they were so affected or unlicensed.

Where permitted by law, we reserve the right to recover the amount we pay from the driver of your vehicle at the time of the loss or damage.

13. loss of or damage to your vehicle or liability while your vehicle is being used in any experiment or type of test or in preparation for or involved in racing, speed testing, reliability trial, pace making, hill climbing, trial or demonstration other than for resale purposes on public roads,
14. loss of or damage to your vehicle or liability if you:
 - carry or tow a load, or
 - carry a number of passengers

in excess of that for which your vehicle was designed However we will cover you if the loss, damage or liability was not caused by or contributed to by any such greater load or number of passengers.
15. your vehicle if it has been legally seized or repossessed,
16. loss of or damage to your vehicle or liability while your vehicle is being used for conveyance of passengers for hire, fare or reward,
17. any fines, penalties, aggravated, punitive, exemplary or multiple damages,
18. loss or damage to your vehicle or liability for any vehicle running on rails or which is not designed to run solely on solid ground,
19. your liability or any resultant damage, in respect of loss or damage to any underground sewers, water pipes, gas pipes, electric wire cables or their supports including any transmission cables and their supports or any other underground pipes or cables or their supports if such damage is caused by your vehicle which is involved at the time in any digging or excavating,
20. your liability for damage to any land, buildings or other fixed property arising directly or indirectly from the removal, weakening or interference with any support or supports of such land, buildings or other fixed property, if such damage is caused by your vehicle which is involved at the time in any digging or excavating,
21. loss of or damage to any concrete agitator, barrel, bowl or pump and/or its fittings caused by, or arising from the hardening or setting of concrete, unless as a result of a collision the emptying of these items becomes impossible or impractical,
22. loss of or damage to your vehicle or liability outside Australia except where your vehicle is being transported by sea between Australian ports,
23. loss of or damage to your vehicle or liability if your vehicle is being driven by or in the charge of any person over the age of 80 unless you have told us about them and we have noted them on the Policy Schedule,
24. loss damage or liability if your motor cycle has an engine capacity greater than 250 cubic centimetres and is being ridden by any person under 21 years of age or a rider who has not held a full motor cycle licence for two years,
25. loss damage or liability if your motor cycle has an engine capacity greater than 500 cubic centimetres and is being ridden by any person less than 30 years of age or a rider who has not held a full motor cycle licence for two years,
26. loss of or damage to your vehicle if at the time of an incident, your crane was lifting, lowering, carrying or suspending a load in excess of that for which it was constructed, or for which it was licensed to lift, lower, carry or suspend,
27. liability arising out of the use of your crane if at the time of an incident, it is lifting, lowering, carrying or suspending any object,
28. you for any breakage of or damage to the boring equipment covered by this Policy while the boring machine is in operation,
29. you for any breakage of or damage to the blades of your plant and equipment covered by this Policy while such plant and equipment is in operation,
30. any liability under Section 2: Third Party Liability, if your vehicle or substitute vehicle is unregistered. However we will cover your liability in respect of the unregistered vehicle on a public road, if you have obtained the appropriate permit to drive the unregistered vehicle on a public road,
31. loss of or damage to your vehicle or liability where the transportation of any goods or substances which are mentioned as dangerous goods, irrespective of the quantities, are not being carried in accordance with the requirements of The Australian Code for the Transport of Dangerous Goods by Road and Rail,
32. liability arising out of the use of your registered vehicle, being used as a tool, or plant forming part of your vehicle being used as a tool, operating at any work site (excluding while the vehicle is travelling, transporting or carting goods),
33. loss of or damage to your vehicle, including any liability, resulting from use of your vehicle when let out on a dry hire basis unless we have agreed in writing to provide dry hire cover,
34. liability arising out of the use of your vehicle whilst underground in any mining activity,
35. liability arising out of the use of your vehicle airside of or at an airfield,
36. liability arising directly or indirectly from the existence, use, transportation, distribution, handling, mining and/or storage of asbestos or any material containing asbestos,
37. loss of or damage to any stock in trade including but not limited to vehicles for sale or on consignment,
38. loss of or damage to any vehicle accessory or appliance due to mechanical or electrical derangement,
39. where you or anyone using your vehicle with your permission admits fault or liability for an incident, unless we would have provided cover under your Policy anyway.

General conditions

There are conditions set out in this General conditions section, in the Claims section and under each particular cover and section. If any of these conditions aren't met, we may refuse a claim, reduce the amount we pay or in some circumstances we may cancel your Policy. When making a claim, you must have met and then continue to comply with the conditions of your Policy. Any person covered by your Policy, or claiming under it, must also comply with these conditions.

If you, or someone covered under your Policy, don't meet these conditions or make a fraudulent claim we may:

- Refuse to pay your claim or reduce what we pay for your claim
- Cancel your Policy.

Assistance and co-operation

You must provide reasonable assistance to us, including:

- Being truthful and frank at all times
- Providing us with information and documents, such as proof of purchase or repair quotes, if needed
- Telling us promptly if you've been contacted by someone about an incident, such as another insurer or a third party's lawyer
- Attending one or more interviews about the claim if we ask you to
- Making your vehicle available for us to inspect or examine
- Taking your car, or allowing us to take it, to a place we require
- Responding to our requests in a timely manner.

At all times you must refrain from behaving in a way that's improper, hostile or threatening towards us, our representatives, our repairers or third parties involved in an incident.

If you don't co-operate in any of these ways, it may delay your claim, or we may reduce or refuse to pay your claim.

Care and maintenance

You must take reasonable care to prevent damage, injury or loss. We won't pay for damage, injury, loss or your liability to which your failure to take reasonable care is a contributing factor.

There is also no cover if you or anyone using your vehicle admits fault or liability for an incident, unless we would have provided cover under your Policy anyway.

At all times, you must:

- Prevent damage to property insured, as well as to others and their property
- Minimise the cost of any claim under your Policy

There is no cover if, at the time of the incident, your vehicle:

- Did not meet registration requirements in your state or territory; or
- Was unroadworthy or in an illegal condition, unless its condition did not cause or contribute to the incident.

Changes to your circumstances

You must tell us as soon as possible if any of the information on your Policy Schedule is incorrect or has changed. For example, you must tell us if:

- there is any change to the use of your vehicle(s), or
- you have a change of address, including any changes to where your vehicle(s) are stored, or

there is any other change to the details listed in your Policy Schedule. If you don't tell us, we may reduce or refuse to pay a claim.

When you tell us about a change or request a change to your Policy, we will assess the change to the risk in accordance with our underwriting rules and processes. If you request any change to cover (for example, you choose to add a cover option) and we agree to the change, we will issue a new Policy Schedule and ask you for any additional premium.

If an additional premium is required, the change to your cover will only become effective when:

- if you're paying in instalments by direct debit, any remaining instalments have been adjusted to reflect the additional premium, or
- you have paid the additional premium by the due date we give to you.

If you don't pay the additional premium by the due date then we will make reasonable efforts to contact you using the most recent contact details you provided to us. If we don't receive payment of the additional premium owed, the change will not be effective and we will confirm this by issuing a replacement Certificate of Insurance. If you request any change to cover and we don't agree to the change, then we will let you know and the Policy will continue unchanged.

If you don't pay the additional premium by the due date then we will make reasonable efforts to contact you using the latest contact details you provided us. If we don't receive payment of the additional premium owed, then we will cancel your Policy. We will use the latest contact details you provided us to notify you of the cancellation date, which will depend on factors including:

- if we do not agree to the change then we will cancel your Policy and refund the unused portion of the premium,
- the premium you have already paid on your Policy; and
- the remaining period of insurance.

You will not receive a refund as we will use the premium you have already paid to delay the cancellation date by as long as possible. If you pay the additional premium after we notify you but before the cancellation date, then we will no longer need to cancel your Policy.

Other interests

You must tell us of the interest of all parties (e.g. financiers, lessors or owners) who'll be covered by your Policy. We'll protect their interests only if you've told us about them and we've noted them on your Policy Schedule.

Any person whose interests you've told us about and we've noted on your Policy Schedule is bound by the terms of your Policy.

Claims

This section describes what you must do, as well as conditions that apply when you make a claim and at the time loss or damage occurs which is likely to give rise to a claim.

What you must do after an accident or theft

If an incident happens which may give rise to a claim you must:

- take all reasonable steps to protect or safeguard your vehicle from further loss, damage or theft,
- notify the police as soon as possible if your vehicle or any of your property is stolen or maliciously or intentionally damaged and provide details of the report to us. We may need the police report number to process your claim or our recovery action if there is a third party who is liable for your loss,
- tell us or your financial services provider as soon as possible. You will be provided with a claim form and advice on what to do,
- supply us with all relevant information we reasonably require to settle or defend the claim,
- provide to us full details in writing as soon as possible after the happening of any accident or occurrence, which may become the subject of a claim under this Policy,
- send to us as soon as possible any letter or communication from other parties,
- tell us as soon as possible of any notice of impending prosecution or details of any inquest or official inquiry,
- give all relevant information and assistance we may reasonably require to handle any claim that you make under this Policy.

In an emergency outside normal business hours you may call our emergency service on 1800 023 387 for assistance.

If in doubt at any time, call us or your financial services provider.

What you must not do after an accident or theft

In the event of an incident that may give rise to a claim, you must not:

- admit liability if an accident occurs which is likely to result in someone claiming against you,
- make an offer, settlement, promise or payment,
- incur any costs or expenses without our written consent, in respect of a claim by you against us under this Policy,
- authorise repairs to your vehicle without our prior consent. However you may authorise the fitting of an identical replacement windscreen or window glass.

What can affect a claim

We will reduce the amount of a claim by the excess shown in the Policy terms and conditions or on the Policy Schedule.

We pay only once for loss or damage from the same event covered by this Policy even if it is covered under more than one section of the Policy.

Contribution and other insurance

When making a claim, you must notify us of any other insurance which you're aware will or may, whether in whole or in part, cover any loss insured under your Policy.

If at the time of any loss, damage or liability there's any other insurance (whether issued to you or any other person) which covers the same loss, damage or liability you must provide us with any reasonable assistance we require to make a claim for contribution from any other insurer(s).

Cover comes to an end following total loss

If your vehicle is a total loss and pay you the sum insured, market value or replace your vehicle, then the Policy will come to an end and you will no longer have any cover. This means you will not be entitled to make any further claim under this Policy and:

- where the premium has been paid in full for the period of insurance there will be no refund of any premium, or
- where the premium is paid by instalments, we are entitled to deduct from any claim paid or payable, the balance of the unpaid premium or instalments of premium.

The total premium is payable and non-refundable because you have received the benefits associated with a total loss claim under the Policy.

If you've other vehicles insured on the Policy, then your regular instalments will be reduced up until your Policy renewal date because there will be fewer vehicles to cover. This lasts until your Policy renewal date, which you can find on your Policy Schedule.

Where this Policy covers more than one vehicle then this clause will only apply to the particular vehicle, which has been treated as a total loss.

Where we replace your vehicle with a new vehicle, as set out in 'Additional benefits – New vehicle replacement' and you choose to insure it with us and we accept the risk, a pro-rata premium is payable.

GST

If you're a business you must tell us if you're registered, or are required to be registered, for GST. When you do this, we need you to give us:

- Your ABN
- The percentage of any input tax credit you will claim, or will be entitled to claim, on your premium.

When we pay a claim, your GST status will determine the amount we pay you. Your claim settlement amount will be adjusted to allow for any ITC entitlement.

Unless we say otherwise, all amounts in your Policy are inclusive of GST. There may be other taxation implications affecting you, depending upon your own circumstances. We recommend you seek professional advice.

Preventing our right of recovery

If you've agreed with or told someone who caused you loss, damage or liability covered by your Policy that you won't hold them responsible then, to the extent we've been prejudiced by this act, we won't cover you for that loss, damage or liability.

Providing evidence and information

You must be able to demonstrate that you've suffered a loss covered by your Policy for your claim to be accepted. We may ask you for this information if you make a claim under your Policy. So your claim can be assessed quickly, make sure you keep the following records:

- police reports,
- medical reports,
- proof or evidence of loss or damage,
- proof or evidence of ownership,
- receipts or tax invoices evidencing confirmation of the purchase of your vehicle and any accessories, and
- all service and repair records.

We won't pay any claim when the only proof or evidence of ownership is:

- A photograph
- A photocopy of any documentation
- A copy of information downloaded from the internet

unless you also submit a statutory declaration in support of these items attesting to you being the owner of the item(s) you're claiming for.

Repair guarantee

We will guarantee the quality of the repairs for any defect due to faulty workmanship or faulty material for the life of your vehicle only if the repairs have been authorised and managed by us. For entitlement to any repairs under this guarantee you must first allow us to inspect the vehicle and arrange any additional repairs that we agree with you are necessary.

We will not pay for any additional repairs we don't authorise.

Salvage

We're entitled to obtain and retain any items or materials salvaged or recovered after we pay a claim by replacing or paying to replace any items or materials. We may sell the items or materials and keep the proceeds, subject to your right to purchase the salvage at its market value at the time of the damage.

How claims administration and legal proceedings are undertaken

When we pay a claim under your Policy, we have the right to exercise your legal rights in your name against the person responsible for the loss or damage.

We'll take full control of the administration, conduct or settlement of the recovery, including any legal defence. When we do any of these things in your name, it will be at our expense, however you'll need to give us reasonable assistance. This may include following our directions in relation to the conduct of any legal proceedings even after a claim has been paid. During the administration, conduct or settlement of the recovery, you can seek an update on the status of proceedings and we will consult you where appropriate.

When we pay a claim and some of the loss isn't covered by your Policy, we may offer to try to recover that loss for you when we take any steps to recover the covered loss. We can only do so if you agree to give us documents that support your loss and agree with us on how we'll handle that recovery.

You may also need to contribute to the associated costs if, to recover the loss for you, we need to take additional steps that we wouldn't otherwise need to take. We will talk to you about these steps before we take them.

If you've received a benefit under your Policy that you were not entitled to, we reserve the right to recover from you the amount we have paid. If we decline a claim for fraud, we reserve the right to recover our reasonable administration, investigation and legal costs.

We'll also report any suspected fraudulent act to the Police for further investigation.

Excesses

In most cases, you'll need to contribute an amount towards the cost of any claims you make.

Depending on the age or experience of the driver and whether a rigid body tipper or tipping trailer is insured under this Policy, you may have to contribute more than one excess. Each excess is shown on your Policy Schedule and is explained below.

If your claim is accepted you must pay the total amount of the applicable excesses either to us or to the repairer. We will tell you to whom they must be paid. However, if your vehicle is a total loss, we may deduct any excess that you must pay from any payment we make.

In regard to rigid or articulated vehicles with attached trailers then the higher excess of these vehicles will apply.

Standard excess

The standard excess applies to all claims unless your Policy states that no excess applies to your claim. This amount is shown on the Policy Schedule as the standard excess.

Age or inexperienced driver excess

This excess is only applicable to vehicles with a gross vehicle mass less than 12,000 kilograms.

In addition to the standard excess, you will have to contribute an age excess or inexperienced driver's excess if at the time of any incident giving rise to a claim your vehicle is driven by a person who:

- is under the age of 21, or
- is aged 21 but under the age of 25, or
- is aged 25 or more but has not held an Australian driver's licence for two or more years for the type of vehicle being driven at the time of the incident.

The amount of the age or inexperienced driver's excess is shown on your Policy Schedule. You will not have to contribute this additional excess if the only damage to your vehicle is a broken windscreen, or window glass, or caused by storm or hail damage.

Age or inexperienced driver excess for Heavy Vehicles

Age or inexperienced driver excess for heavy vehicles (vehicles with a gross vehicle mass or gross combination mass of 12,000 kilograms or greater).

Where a rigid or articulated body motor vehicle with a gross vehicle mass or gross combination mass of 12,000 kilograms or greater is, at the time of an incident, being driven by or is in the charge of a person under 21 years of age, or the person driving or in charge of the vehicle has less than two years driving experience in Australia for these vehicles at the time of the incident an excess of \$5,000 per vehicle will apply.

Tipping excess

If any rigid body tipper or tipping trailer covered under this Policy is involved in an event giving rise to a claim while the tipping hoist is partially or fully extended, the Standard excess as stated on the Policy Schedule in addition to any other excesses that may be applicable will be increased by 100%.

Outside radius excess (applicable to vehicles with a gross vehicle mass greater than 3,500 kilograms and less than 12,000 kilograms)

If your vehicle is outside a radius of 250 kilometres or the radius detailed on your Policy Schedule from your home, base(s) or depot(s) at the time of an accident then the total excesses payable will be increased by 100% of your standard excess and an additional premium will be payable for the change in business operations.

Outside radius excess (applicable to vehicles with a gross vehicle mass or gross combination mass greater than 12,000 kilograms)

If your vehicle is outside a radius of 250 kilometres or the radius detailed on your Policy Schedule from your home, base(s) or depot(s) at the time of an accident then the total excesses payable will be increased by 100% of your standard excess and an additional premium will be payable for the change in business operations.

Learner driver excess (applicable to vehicles with a gross vehicle mass less than 3,500 kilograms)

If at the time of a loss or damage, a licensed learner driver is in control of the vehicle the excesses that will apply are those that would have applied to the licensed passenger who is instructing the learner.

When you will not have to pay an excess

This section is applicable only to vehicles that are sedans, station wagons, 4x4 or goods carrying vehicles covered by comprehensive cover only and the excess applicable on the policy is 1% of sum insured with a minimum of \$1,000 or less.

You will not have to contribute any excess towards a claim if:

- (a) the claim involves a collision with another vehicle and the collision which gave rise to the claim was totally the fault of the driver of another vehicle (you may be able to help confirm this by providing a police report, expert reports, witness statements or photographs taken at the scene), and
- (b) you provide us with the registration number of the other vehicle and the full name and address of the other driver, and
- (c) the amount of your claim exceeds the applicable excesses under the Policy.

We give this benefit only if we are allowed legally to recover the amount of any loss including any applicable excesses from the third party.

Where the driver of the other vehicle disputes who was at fault, you must pay any excess which applies but we will refund it if we are successful in establishing that the other driver was at fault.

Other terms

These other terms apply to how your Policy operates.

Accidents/losses affect your renewal premium

When calculating your renewal premium all claims that occur during the period of insurance may affect the coming year's renewal premium.

In addition if you report an incident or loss after we have advised renewal terms we reserve the right:

- (a) to revise our renewal terms,
- (b) where the Policy has been renewed and a claim has been reported that occurred in the previous period of insurance to charge any additional premium relative to the reported loss,
- (c) where the Policy has been renewed, to reduce the period of insurance in proportion to the amount due if that additional amount is not paid within 28 days of notification.

All persons or companies bound by this Policy and its provisions

All persons or companies entitled to any benefit under this Policy are bound by the provisions of this Policy. We may refuse a claim if you or any of them are in breach of any of the terms and conditions of this Policy including any endorsements noted or attached to the Policy Schedule, except as allowed in 'Additional benefits - Breach of conditions'.

Cancelling your Policy

You can cancel your Policy at any time by telling us. If there are other people named as insured on your Policy, we may rely on a request from one insured to cancel your Policy.

We may cancel your Policy in any of the circumstances permitted by law (eg failure to pay the premium by the due date or if you told us something that you knew to be incorrect or untrue during your application for cover) by informing you in writing.

We can also cancel your Policy if your circumstances change and no longer fall within our underwriting rules.

We'll give you notice in person or send it to your address (including an electronic address) last known to us.

If you've paid your premium in advance and your Policy is cancelled, we'll refund you the proportion of the premium for the remaining period of insurance, less any non-refundable government fees, duties or charges.

If you make a fraudulent claim on your Policy, we can cancel it and we won't provide any refund.

Changing your Policy

Changes to this Policy only become effective when we agree to them and send you a new Policy Schedule detailing the change.

Sending you documents

We may send letters, policy and other related documents to you. If we email them to you, we'll consider the email to be received by you 24 hours after we send it.

Please make sure we have your current email and mailing address on record and let us know as soon as these change.

